

**Department of Telecommunications and Energy
Record Requests**

**Constellation New Energy, Inc.
D.T.E. 04-116**

Witness: Thomas E. Bessette
Date: September 8, 2005

Question: Have other states implemented Market Access Services (i.e. service quality indicators between utilities and competitive suppliers)?

Response: CNE is unaware of other states that have implemented Market Access Services as CNE has specifically described them in this docket. However, at least one state has implemented incentives for utilities the purpose of which is to move more customers onto competitive supply and to improve the service provided by utilities to competitive suppliers. For example, the state of New York has approved a utility plan in the Consolidated Edison service territory that provides \$25 to the utility for each customer that moves to competitive supply (Case 04-E-0572, pp.29, December 2, 2004). In addition, this migration incentive is likely to be applied to all other utilities in New York. See the New York Public Service Commission Statement of Policy on Future Steps Toward Competition in Retail Energy Markets, dated August 25, 2004, (Case 00-M-0504, pp. 47).